

# DFAS Focuses on Leveraging Technology

By Martha Smith, Director, DFAS Cleveland

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To provide efficient, exceptional quality pay and financial information to the Department of Defense (DoD), the Defense Finance and Accounting Service (DFAS) must leverage technology that will generate cost savings, increase efficiency, and reduce risk within DoD financial processes. Leveraging technology requires us to take a thorough look at our manual processes and replace or eliminate those that are inefficient and duplicative. This will support our continued investment in both our employee satisfaction and managing our talent gaps.

To get the “biggest bang” for our efforts, we have to look at our various processes to determine where our highest risks exist, and then focus our improvement initiatives there. A significant portion of this assessment is looking at the various system interfaces with both internal and external systems, as well as reviewing the multitude of micro-applications we have in support of financial processes. These two key areas are extremely high risk and must be pursued with equal care, but the reward in eliminating and improving them will pay off greatly for everyone involved, especially our customers. Leveraging technology is one of our most significant Strategic Objectives and has great potential to both create efficiencies and reduce costs. We are committed to realizing this potential.

We are currently focused on leveraging technology for audit readiness, and analyzing our systems is a critical first step to becoming audit ready. As we improve these systems, testing for audit readiness will become more efficient for DFAS and for you. Additionally, we will also be able to reduce costs associated with our high risk areas as we become more automated. By relying less on manual processes, we anticipate saving resources while increasing the quality of our work and reducing cycle time.

As we move forward with leveraging technology, it is crucial that we partner with you to ensure we are analyzing and improving the systems and processes that will provide the greatest positive impact for you. Many of the systems we are reviewing were created by our FM community partners and thus, we must work together to ensure the end-to-end process is as efficient and effective as possible. We want to hear directly from you – what interfaces or manual processes can we improve that would positively impact you?

Please email us at [DFASStrategy@DFAS.mil](mailto:DFASStrategy@DFAS.mil).

This partnership with you is an integral part of our success in everything we do.

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The DFAS strategy is comprised of nine strategic objectives, each led by a Senior Executive Service champion. Collectively, the strategic objectives align our efforts and provide the framework for achieving our Vision – to be a recognized leader in DoD’s financial management by consistently delivering first-class service and products. Each month we will feature a different strategic objective.

